

Welcome to the "Innovation-gram:" This monthly bulletin is intended to keep you abreast of significant activities going on in the Governor's Office for Innovation in Government, as well as to highlight innovative happenings around that state and around the world that might have an impact on your workplace. Feel free to forward it around. We hope to keep this communiqué lively, informative and relevant. Comments and contributions are encouraged. E-mail **Russell Snyder** at Russell.Snyder@innovation.ca.gov or call (916) 323-9168....

Change management: If you're concerned about staying ahead of the rapid pace of change in today's workplace (and who isn't?), be sure to attend the next Executive Leadership Forum, sponsored jointly by the Governor's Office for Innovation in Government and the Department of Information Technology (DOIT). Among the featured speakers are noted author and lecturer **Tony Alessandra**, Ph.D., on the subject, "Manage Change, Don't Let it Manage You," and **Michael Sunderman**, vice president of marketing communications for MCI WorldCom, discussing "How Do You Use Information to Facilitate Change." The forum, which is **FREE**, will take place **Thursday, May 24th, from 8 a.m. to noon at the Sacramento Convention Center**. To register, visit DOIT's website at www.doit.ca.gov/ELF/....

Nissen addresses state strategic planners: **Steve Nissen**, Director of the Governor's Office for Innovation in Government, was the featured speaker April 19th at the quarterly meeting of the State Strategic Planners Group. Nissen talked about some recent successes sponsored by his office, including the much-heralded Department of Motor Vehicles on-line vehicle registration and "DMV of the Future" initiatives. He also gave a preview of things to come, including the Technology Innovation Fund and a "one-stop shopping" on-line grant database for non-profit organizations. **Pete Williams** and **Jerri Dale** of the Innovation in Government Office also made presentations on performance measures and the Life Event and Affinity Design (LEAD) process....



Steve Nissen

Performance measure update: Sure, you've heard it until you can recite it in your sleep: "What gets measured, gets done." Yet even though facts and figures swirl around us every day, driving our decision-making, there still remains no user-friendly way for Californians to find out how well their government is performing. "The California Scorecard" is intended to do just that. Eleven state departments are participating in a pilot project that will result in the development of a website that will communicate to our customers how well the state is performing in several key areas. Soon all departments will be participating. To find out more, visit the Innovation in Government website at www.iig.ca.gov or contact **Pete Williams**, project manager, at (916) 322-5903....

Sacramento Area Council for Excellence: The Governor's Office for Innovation in Government is very supportive of departments that promote organizational excellence.



To that end, IIG is also supporting the on-going efforts of the Sacramento Area Council for Excellence (SacE), a non-profit network of change-agents from the public and private sector dedicated to keeping their organizations on the cutting edge of innovation. SacE is affiliated with the California Council for Excellence, which administers the California version of the

Malcolm Baldrige National Quality Award. SacE is sponsoring a series of conferences to provide opportunities for professionals to share information and best practices. There is no membership fee to join. For more information, visit SacE's webpage at

<http://www.calexcellence.org/cce/home/indexr.htm>....

Best practice: Ask your customers! Identify your customers, ask them what's important, and then act on that information. It sounds easy enough until you try to do it. For a large state agency (23,000 employees) with a diverse and complex operation that touches every Californian asking their customers can be a challenge. However, if that large state agency were the California Department of Transportation (Caltrans), facing that challenge is already underway with impressive examples of how to conduct internal and external needs assessments. Snippet: in 10 of 14 categories deemed indicators of job satisfaction, Caltrans employees ranked at or above the national average. An external customer survey is now in the works. For more information, contact **Judith MacBrine** of Caltrans at Judith.MacBrine@dot.ca.gov or at (916) 654-5292....

Quality quote: "Our greatest glory is not in never falling, but in rising every time we fall." –*Confucius*